

## Patient Participation Group Meeting 28 October 2014

Attended by: [REDACTED]  
[REDACTED]

Apologies: [REDACTED]  
[REDACTED]

Practice Managers [REDACTED] welcomed those who had attended the meeting, and commented that the group was larger than previous meetings, the purpose of the PPG was to involve patients in the way the surgery works and leaflets regarding this were given out.

### **PATIENT ENGAGEMENT**

[REDACTED] Patient Engagement Lead for Dr Akbars Practice and [REDACTED] is Patient Engagement Lead for Moor Park View Surgery. The role of [REDACTED] involves finding other service providers in the community who may be of help to our patients in social, physical and mental health roles. [REDACTED] informed the group that some patients had attended the Womenzone project in Hubert Street BD3 and had found this very helpful. Also [REDACTED] had accompanied one of our male patients to the Thornbury project held in St Margarets Church Leeds Old Road where a cafe for over 55s is held every 3<sup>rd</sup> Thursday of the month. Other services are in the pipeline for the Thornbury project and these will be forwarded to the Practices when they have been confirmed.

[REDACTED] introduced [REDACTED] to the group who had come to talk about a charity called Nirvana, this charity offers help and support to people who are in forced into or have abusive marriages, and have access to immigration and family lawyers. This is for people of both sexes who for whatever reason have found themselves in this situation. The circumstances of forced marriage can come from culture, honour or tradition and can involve violence if this is rejected. A vulnerable group is young girls who are told they are going to see family during the summer holidays and then find the purpose of the trip is to marry them to someone overseas, they are unaware of this.

████ informed the group that the Karmand Centre has activity days for men, women and mixed groups. Hilary and Razia will visit this provider

████ gave the Practices some posters and information cards and advised that the prime time to put up the posters was June/July before the summer holidays

Nirvana have stalls and signs at airports, Police Stations, GP Surgeries, hospitals and Schools. They are reaching out to educate the public about the difficulties that are experienced by those who are vulnerable.

It was pointed out that it is not only females at risk of the practice of forced marriages.

**Self Care Week.** The surgeries will be displaying posters which will advise people on the issue of minor ailments such as coughs/colds, sore throats etc.

Winter opening will begin 1<sup>st</sup> November 14 and will go through the winter months ending 31<sup>st</sup> March 15. The aim is to take pressure from A&E departments and is NOT for routine appointments. Patients who ring 111 may be advised to attend the surgery.

**DNAs.** This is a regular item on the agenda at practice meetings. █████ informed the group that 2 of their patients have been deducted for not attending their appointments. It was pointed out that most patients have mobile phones and could put reminders in them. Both the surgeries have implemented updated systems to try to reduce the DNA's and the Practice Managers will continue to look at ways to improve this. The PPG group agreed people not turning up to appointments and not cancelling has a big affect on the surgeries and appointments offered. Having systems in place to try to help with this is a benefit to the surgery and patients.

**CQC.** Care Quality Commission. The practices will soon undergo inspections. They inspect places such as hospitals, nursing homes GP surgeries etc. The practices will be inspected on the day to day running of the surgery, making sure policies and protocols are in place and they may contact by phone or speak to any patients. The information is provided to the Inspectors before the visit and they have a chance to go through and get a picture of how the surgeries run. The Practices will get feedback and will be able to address any

points raised by them. Barkerend is outdated in comparison to other health centres in the district. Each Practice will be rated on the NHS Choices website for public viewing it will also be on the surgeries own websites.

Appointments were discussed. The practices are aware that patients want appointments but pointed out that there is many other things involved in running GP practices such as meetings to attend, blood results to view and deal with and referrals to be done. These things take time to do and it does not mean that when the surgery waiting area is empty that the staff are not busy.

It was agreed by the group that word of mouth was the best way to inform people of such things as attending booked appointments etc and not to abuse the system or staff. We only want to help.

A.O.B.

██████ questioned the cost of supporting Drs letters. The group was advised that the prices were set by the GPs as it is private work and are within their rights to refuse to do them. In the case of medical reports, the requester should cover costs. In the case of medical appeals patients are advised to go back to the benefits office for help or are directed to the Health Plus Advisor who is available by appointment for any patient who is registered with a GP surgery within the Barkerend Health Centre. Appointments for this service can be made at the Community Desk.

The ability of patients to work voluntarily in the surgeries was raised but as the issue of CRB checks and patient confidentiality came into question it was not something that could be done. It was pointed out that patients are welcome to do such things as the notice boards or run groups, this would be appreciated by the staff.

Both practices have an open door policy and patient ideas or comments are welcome at any time.

Opening times Dr Akbar's Doors open 8:00am. The phone lines are open at 8:30am. Drs appointments start at 9:30.


Mondays and Fridays are open access days and Dr appointment times may vary on these days.

Opening Times Moor Park Doors and telephones open 8.00am -6.30pm appointments available on the day and to pre book in advance.

Patients can ring at any time for cancellations.

Barkerend Health Centre is dated but is due for a revamp in 2015, we look forward to it.

It was decided that the next meeting would be held in February half term dates will be sent out to the group.

 thanked everyone for attending and closed the meeting.